HEALTH CARE FINANCING ADMINISTRATION

CARRIER WORKLOAD AND PROCESSING TIME REPORT

MAY 1986

REPORTS
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U.S. Department of
Health and Human Services
Health Care Financing Administration
Bureau of Quality Control

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FOREWORD

This report summarizes the status of claim workloads reported by carriers for May 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

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CARRIER WORKLOADS AND PROCESSING TIMES

MAY 1986

HIGHLIGHTS

	May 1986	April 1986	May 1985	May 1986 Percent Chg from Apr 1986	May 1986 Percent Chg from May 1985
Number of					
Claims Received	25.60	26.87	23.98	-4.7	6.8
Claims Processed	24.67	26.27	23.92	-6.1	3.2
Claims Pending	17.63	16.80	10.96	5.0	60.9
Net Assignment Rate	67.9	67.8	69.3	0.1	-2.0
Electronic Media Claims					
Number	6.64	6.82	5.01	-2.7	32.5
Percent Received	25.9	25.4	20.9	2.0	23.9
Mean Processing Time (Days)	20.5	19.6	14.4	4.6	42.4
Inquiries Processed					
Total	1.69	1.80	NA	-6.5	---
Per 1,000 Claims Received	66	67	NA	-1.5	---
Beneficiary	1.21	1.29	NA	-6.0	---
Per 1,000 Claims Received	47	48	NA	-2.1	---
Provider	0.48	0.52	NA	-7.8	---
Per 1,000 Claims Received	19	19	NA	0.0	---
Medicaid Crossover Claims					
Number Transferred to States	2.67	2.83	NA	-5.6	---
Transferred via EMC	1.95	2.07	NA	-5.8	---
Percent Transferred via EMC	73.1	73.3	NA	-0.3	---

NOTE: Numbers in millions
NA- Not available

Executive Summary

- In May 1986, carrier receipts rose to 25.6 million claims, an increase of 6.8 percent over the 24.0 million claims received in May 1985.

- The net assignment rate decreased 2.0 percent, falling from 69.3 to 67.9 percent over this period.

- The percent of claims received via electronic media increased 23.9 percent, rising from 20.9 to 25.9 percent over this period.

- While the number of claims processed rose only 3.2 percent (from 23.9 million in May 1985 to 24.7 million in May 1986), the percent of claims denied in full increased 13.2 percent, from 7.6 to 8.6 percent.

    + As a percent of claims processed, replicate claims rose from 0.4 to 1.3 percent over this period, an increase of 225.0 percent. This increase was primarily due to carriers splitting claims to make the one percent reduction in payments for services rendered after March 1, 1986.

- The average processing time for all HCFA-1500s increased 42.4 percent, rising from 14.4 days in May 1985 to 20.5 days in May 1986.

- Total claims pending rose from 11.0 million in May 1985 to 17.6 million in May 1986, an increase of 60.9 percent.

    + During this period, claims pending over 30 days increased 71.8 percent (from 1.8 to 3.1 million).

    + Claims pending over 60 days (685,000 in May 1985) increased 22.7 percent, rising to 841,000 claims in May 1986.

- The ratio of inquiries processed per 1,000 claims received decreased 1.5 percent in May 1986 compared to the previous month.

    + The ratio decreased 2.1 percent for beneficiary inquiries and remained the same for provider inquiries.

- Medicaid crossover claims transferred to State Agencies decreased 5.6 percent, from 2.8 million in April 1986 to 2.7 million in May 1986.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, MAY 1985 - MAY 1986

Month	Claims Received During Month (000s)	Claims Processed During Month (000s) Including Replicates: Claims Paid: Total Number	Claims Paid: Number	Claims Paid: Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Claims Pending End of Month (000s): Total: Number	Days Work On Hand*	Over 30 Days: Number	Over 30 Days: Days Work On Hand*	Over 60 Days: Number	Over 60 Days: Days Work On Hand*
1985													
May	23,976.4	23,915.7	19,015.4	79.5	3,071.8	1,828.5	23,817.8	10,959.6	10.9	1,787.2	1.8	685.2	0.7
June	22,346.2	21,754.6	17,909.7	82.3	2,159.6	1,685.3	21,668.9	11,528.5	11.3	1,687.5	1.7	643.9	0.6
July	24,015.4	23,168.1	19,578.3	84.5	1,794.2	1,795.5	23,074.4	12,337.7	11.9	1,838.9	1.8	664.4	0.6
August	23,529.0	24,657.8	21,233.0	86.1	1,513.2	1,911.6	24,546.4	11,245.2	10.7	1,749.2	1.7	668.6	0.6
September	22,974.3	23,110.1	19,955.1	86.3	1,176.2	1,978.9	23,011.4	11,036.8	10.2	1,746.4	1.6	668.1	0.6
FY 1985	270,849.2	267,217.7	217,624.7	81.4	28,712.0	20,881.0	265,926.8	---	---	---	---	---	---
October	25,940.4	26,251.4	22,974.9	87.5	1,151.3	2,125.2	26,135.9	10,705.8	9.8	1,513.7	1.4	612.6	0.6
November	22,332.2	21,806.9	19,161.2	87.9	792.9	1,852.8	21,705.6	11,135.8	10.1	1,563.8	1.4	605.4	0.6
December	24,048.5	22,709.7	20,074.9	88.4	724.4	1,910.4	22,596.4	12,379.2	11.1	1,841.1	1.7	714.3	0.6
CY 1985	279,558.9	277,026.8	226,271.6	81.7	28,705.0	22,050.1	275,731.6	---	---	---	---	---	---
1986													
January	25,840.4	24,512.4	20,092.5	82.0	2,314.1	2,105.8	24,372.1	13,701.3	12.2	1,787.0	1.6	661.2	0.6
February	22,828.4	21,403.5	14,548.2	68.0	4,910.4	1,944.9	21,290.8	15,097.9	13.4	2,151.5	1.9	659.7	0.6
March	24,942.3	23,708.5	16,763.1	70.7	4,861.0	2,084.5	23,567.6	16,254.9	14.4	2,352.7	2.1	796.4	0.7
April	26,868.4	26,269.9	19,914.3	75.8	4,088.2	2,267.3	25,958.6	16,797.3	14.8	2,294.4	2.0	817.7	0.7
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	15.5	3,069.5	2.7	840.8	0.7

* See Appendix for formula

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, MAY 1985 - MAY 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media: Total Number	Total Percent of Total Claims Received	HCFA-1500s: Assigned Percent of Ass'd 1500s Received	HCFA-1500s: Unassigned Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
1985								
May	69.3	99.7	5,012,957	20.9	25.9	9.6	0.4	3.5
June	69.2	97.4	4,499,995	20.1	25.2	8.8	0.4	3.3
July	69.2	96.5	4,903,939	20.4	25.5	9.0	0.4	3.3
August	69.4	104.8	4,941,245	21.0	26.2	9.2	0.5	3.2
September	69.0	100.6	5,513,825	24.0	29.1	12.6	0.4	3.2
FY 1985	67.7	98.7	51,801,882	19.1	24.0	9.1	0.5	3.5
October	68.4	101.2	5,691,658	21.9	27.3	10.4	0.4	3.3
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5	3.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4
1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5

TABLE C: CARRIER MEAN PROCESSING TIME AND
PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM,
MAY 1985 - MAY 1986

	ALL HCFA-1500s				ASSIGNED HCFA-1500s				UNASSIGNED HCFA-1500s			
	Average Processing	Percent Distribution			Average Processing	Percent Distribution			Average Processing	Percent Distribution		
Month	Time In Days	1-15 Days	1-30 Days	1-60 Days	Time In Days	1-15 Days	1-30 Days	1-60 Days	Time In Days	1-15 Days	1-30 Days	1-60 Days
1985												
May	14.4	70.5	91.3	97.5	13.8	71.9	91.5	97.8	15.8	67.4	90.8	97.0
June	15.5	65.8	89.0	97.0	14.8	68.4	89.0	97.1	17.1	59.4	89.0	96.8
July	17.2	58.3	86.2	97.1	16.3	61.9	86.5	97.1	19.4	49.8	85.4	97.0
August	16.2	60.7	87.6	97.4	15.3	64.1	88.4	97.5	18.3	52.8	85.6	97.3
September	15.6	62.8	89.4	97.5	14.8	64.9	90.1	97.6	17.5	57.8	87.8	97.4
FY 1985	14.9	66.5	90.0	97.7	14.1	68.9	90.7	97.9	16.6	61.5	88.7	97.3
October	14.4	67.1	91.6	97.7	13.8	68.0	92.0	97.7	15.7	64.9	90.9	97.6
November	13.7	69.2	92.3	97.8	13.0	72.2	92.7	97.8	15.4	62.4	91.6	97.7
December	15.3	62.0	90.6	97.6	14.1	66.7	91.4	97.7	17.9	51.7	88.8	97.4
CY 1985	15.2	65.3	89.9	97.6	14.4	67.9	90.5	97.7	17.0	59.5	88.6	97.3
1986												
January	17.3	56.1	88.0	97.2	15.9	60.2	89.2	97.4	20.3	47.5	85.5	96.9
February	17.8	53.8	88.1	97.2	16.6	58.1	89.1	97.3	20.4	44.8	86.0	96.8
March	18.8	51.6	85.3	97.4	17.5	55.6	86.1	97.6	21.6	43.1	83.5	96.8
April	19.6	48.3	83.9	97.0	18.3	52.5	85.5	97.3	22.8	38.9	80.2	96.2
May	20.5	45.6	81.1	96.9	18.9	50.4	83.5	97.3	24.2	35.1	76.0	96.0

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: MAY, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
TOTAL	25,604,807	24,674,219	19,586,482	2,953,736	2,134,001	24,355,226	17,629,413	15.5	2.7	0.7
BOSTON REGION	1,685,706	1,633,802	1,304,531	199,123	130,148	1,613,604	1,128,281	9.1	2.3	1.0
CONNECTICUT GENERAL	352,627	319,640	251,798	42,417	25,425	319,344	361,310	22.1	5.6	0.5
MASSACHUSETTS B/S										
MASSACHUSETTS	868,890	887,826	719,990	90,518	77,318	872,501	497,323	13.4	3.6	2.1
TRI-STATE	295,841	274,642	207,966	48,066	18,610	270,119	161,601	12.6	4.0	2.0
MAINE	130,556	121,993	94,973	20,457	6,563	119,777	66,705	11.7	3.4	1.8
NEW HAMPSHIRE	102,909	95,148	69,796	17,247	8,105	93,641	64,238	14.2	4.8	2.4
VERMONT	62,376	57,501	43,197	10,362	3,942	56,701	30,658	11.8	3.7	1.8
RHODE ISLAND B/S	168,348	151,694	124,777	18,122	8,795	151,640	108,047	13.1	1.4	0.8
NEW YORK REGION	3,338,170	3,125,672	2,485,620	328,479	311,573	3,051,944	2,726,725	17.8	2.9	0.6
NEW JERSEY-PRUDENTIAL	827,759	791,412	637,887	79,988	73,537	787,386	650,708	15.2	1.1	0.3
N.Y.-BINGHAMTON B/S	573,678	567,739	434,748	90,663	42,328	547,773	382,456	15.0	1.0	0.3
N.Y.-NEW YORK B/S	1,568,927	1,403,875	1,152,146	99,485	152,244	1,354,595	1,266,315	19.0	3.6	0.7
NEW YORK-GROUP HEALTH	185,297	193,453	153,018	15,955	24,480	193,453	146,901	16.1	2.7	0.5
PUERTO RICO B/S	182,509	169,193	107,821	42,388	18,984	168,737	280,345	34.5	13.2	3.1
PUERTO RICO	182,254	168,886	107,663	42,307	18,916	168,433	280,102	34.5	13.2	3.1
VIRGIN ISLANDS	255	307	158	81	68	304	243	14.5	4.5	1.7
PHILADELPHIA REGION	2,897,751	2,831,590	2,307,636	344,422	179,532	2,827,619	1,533,507	11.7	1.4	0.4
MARYLAND B/S	300,774	331,301	262,672	39,812	28,817	331,204	242,349	17.9	5.3	1.5
PENNSYLVANIA B/S	2,049,624	2,010,238	1,669,747	227,795	112,696	2,007,280	920,820	10.0	1.0	0.3
DELAWARE	60,102	61,817	50,982	7,491	3,344	61,752	12,392	4.3	0.9	0.2
DISTRICT OF COLUMBIA	282,155	285,607	248,920	17,645	19,042	285,126	96,610	7.6	1.3	0.3
PENNSYLVANIA	1,707,367	1,662,814	1,369,845	202,659	90,310	1,660,402	811,818	10.6	1.0	0.3
VIRGINIA-TRAVELERS	364,069	315,568	242,831	48,454	24,283	314,912	237,520	13.5	0.6	0.1
WEST VIRGINIA-NATIONWIDE	183,284	174,483	132,386	28,361	13,736	174,223	132,818	16.8	1.1	0.2
ATLANTA REGION	4,685,951	4,435,345	3,464,641	564,195	406,509	4,364,071	3,617,556	18.1	4.6	0.9
ALABAMA B/S	432,124	347,307	275,635	46,835	24,837	337,220	234,478	12.4	1.9	0.7
FLORIDA B/S	1,883,188	1,811,725	1,445,732	175,544	190,449	1,759,570	1,709,926	20.8	8.1	1.2
GEORGIA-PRUDENTIAL	500,984	479,505	366,288	65,291	47,926	478,155	364,924	17.2	1.1	0.3
KENTUCKY B/S	330,717	321,563	240,241	43,229	38,093	318,797	218,078	15.3	4.1	1.3
MISSISSIPPI-TRAVELERS	206,827	238,206	182,654	41,423	14,129	237,801	126,563	12.0	0.7	0.2
NORTH CAROLINA-PRUDENTIAL	648,789	570,961	450,035	83,076	37,850	568,993	484,066	20.4	2.7	0.9
SOUTH CAROLINA B/S	233,346	189,866	133,036	39,798	17,032	189,864	167,061	16.9	2.1	1.0
TENNESSEE-EQUITABLE	449,976	476,212	371,020	68,999	36,193	473,671	312,460	15.9	3.0	1.1

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: MAY, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
CHICAGO REGION	4,311,335	4,181,414	3,184,856	559,142	437,416	4,156,118	2,417,542	12.1	1.8	0.7
ILLINOIS B/S (HCSC)	882,675	834,526	623,310	102,907	108,309	830,166	414,237	10.0	0.6	0.1
INDIANA B/S	461,100	424,674	310,124	70,300	44,250	407,745	347,194	17.5	5.5	1.8
MICHIGAN B/S	1,232,793	1,260,747	1,007,081	109,268	144,398	1,260,747	689,889	11.8	2.8	1.6
MINNESOTA B/S	123,919	124,227	83,363	31,166	9,698	123,980	55,417	9.1	1.6	0.7
MINNESOTA-TRAVELERS	149,552	137,996	107,385	17,357	13,254	137,542	63,845	8.8	1.0	0.2
OHIO-NATIONWIDE	1,025,546	965,420	725,814	146,461	93,145	962,114	705,350	15.5	1.0	0.2
WISCONSIN B/S	435,750	433,824	327,779	81,683	24,362	433,824	141,610	6.7	0.5	0.1
DALLAS REGION	2,252,219	2,102,055	1,794,239	204,145	103,671	2,083,607	1,748,095	19.0	3.3	1.1
ARKANSAS B/S	255,210	248,958	184,374	48,471	16,113	248,333	214,893	18.2	1.3	0.3
LA.-ARK. B/S	333,426	327,960	241,257	46,704	39,999	326,122	275,693	18.8	3.5	1.3
NEW MEXICO-EQUITABLE	117,627	117,503	89,601	16,391	11,511	117,016	68,395	15.1	1.2	0.5
OKLAHOMA-AETNA	250,351	252,653	190,452	42,501	19,700	243,333	137,071	12.7	0.7	0.1
TEXAS B/S	1,295,605	1,154,981	1,088,555	50,078	16,348	1,148,803	1,052,043	20.9	4.4	1.5
KANSAS CITY REGION	1,201,028	1,120,008	830,082	197,409	92,517	1,108,314	770,168	12.0	1.6	0.4
IOWA B/S	410,772	362,851	257,442	74,253	31,156	357,166	238,539	12.8	0.8	0.1
IOWA	289,552	243,969	172,813	49,548	21,608	240,822	159,756	13.1	0.6	0.1
NEBRASKA	121,220	118,882	84,629	24,705	9,548	116,344	78,783	14.4	1.3	0.2
KANSAS B/S	203,398	168,696	130,128	27,634	10,934	164,289	134,511	12.8	2.5	0.9
MISSOURI B/S	188,870	179,590	141,169	23,357	15,064	178,394	118,508	13.8	3.2	0.6
MISSOURI-GENERAL AMERICAN	397,988	408,871	301,343	72,165	35,363	408,465	278,610	15.8	1.9	0.5
DENVER REGION	557,163	577,040	445,010	94,120	37,910	572,674	273,779	10.7	1.5	0.4
COLORADO B/S	257,763	268,254	219,016	36,293	12,945	267,423	82,194	7.0	1.0	0.2
MONTANA B/S	63,947	65,188	45,140	13,434	6,614	63,647	62,792	22.4	4.3	0.9
NORTH DAKOTA B/S	132,549	133,258	101,495	24,394	7,369	132,867	56,755	9.6	0.6	0.1
NORTH DAKOTA	70,379	70,167	54,381	12,194	3,592	69,972	27,281	8.5	0.5	0.1
SOUTH DAKOTA	62,170	63,091	47,114	12,200	3,777	62,895	29,474	10.9	0.7	0.1
UTAH B/S	83,279	88,755	64,258	15,374	9,123	87,269	53,443	12.3	2.3	0.7
WYOMING-EQUITABLE	19,625	21,585	15,101	4,625	1,859	21,468	18,595	20.4	1.7	0.6
SAN FRANCISCO REGION	3,177,772	3,323,913	2,717,661	283,076	323,176	3,246,115	2,659,331	18.4	2.9	0.8
ARIZONA-NEVADA-AETNA	423,129	426,525	340,694	40,485	45,346	414,763	307,838	16.5	2.8	0.9
ARIZONA	346,030	352,224	281,386	33,405	37,433	342,042	257,355	17.0	2.9	0.9
NEVADA	77,099	74,301	59,308	7,080	7,913	72,721	50,483	14.3	2.8	1.0
CALIFORNIA B/S	1,202,270	1,293,678	1,031,165	135,245	127,268	1,289,656	1,165,124	21.2	4.4	1.2
CALIFORNIA-OCCIDENTAL	1,459,550	1,498,813	1,260,055	94,141	144,617	1,438,234	1,112,962	16.5	1.7	0.4
HAWAII-AETNA	92,823	104,897	85,747	13,205	5,945	103,462	73,407	18.5	1.6	0.7

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: MAY, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
SEATTLE REGION	809,932	781,493	620,493	108,466	52,534	770,267	410,643	11.5	0.5	0.1
ALASKA-OREGON-AETNA	269,143	270,807	214,058	37,759	18,990	265,451	167,511	14.2	0.6	0.1
ALASKA	8,579	9,851	7,972	795	1,084	9,611	1,949	4.9	0.6	0.2
OREGON	260,564	260,956	206,086	36,964	17,906	255,840	165,562	14.6	0.6	0.1
IDAHO-EQUITABLE	74,946	71,053	52,533	14,086	4,434	70,859	41,844	13.3	0.0*	0.0*
WASHINGTON B/S	465,843	439,633	353,902	56,621	29,110	433,957	201,288	9.8	0.5	0.1
CLALLAM	6,289	7,067	5,698	987	382	7,011	2,039	6.4	0.0*	0.0*
COWLITZ	8,534	13,700	11,342	1,773	585	13,587	2,361	5.7	0.7	0.3
GRAYS HARBOR	7,845	7,559	5,917	1,205	437	7,513	3,199	8.6	0.1	0.0*
KING	184,446	175,680	145,229	19,100	11,351	173,834	74,082	9.4	0.5	0.1
KITSAP	18,239	17,331	13,772	2,598	961	17,247	7,365	8.9	0.4	0.1
PIERCE	65,880	64,749	51,663	8,061	5,025	63,478	29,422	10.6	0.6	0.1
SKAGIT	13,550	11,801	8,907	2,050	844	11,657	4,565	7.7	0.0*	0.0*
SNOHOMISH	24,213	23,099	17,734	3,610	1,755	22,650	7,058	6.8	0.3	0.1
SPOKANE	116,261	98,357	78,062	13,766	6,529	96,931	63,086	13.9	0.7	0.3
WALLA WALLA	7,633	5,066	3,927	870	269	4,989	5,941	19.0	0.9	0.3
WHATCOM	12,953	15,224	11,651	2,601	972	15,060	2,170	3.6	0.1	0.0*
RRB-TRAVELERS	687,780	561,887	431,713	71,159	59,015	560,893	343,786	11.6	0.6	0.1
AETNA	1,035,446	1,054,882	830,951	133,950	89,981	1,027,009	685,827	15.2	1.6	0.5
EQUITABLE	662,174	686,353	528,255	104,101	53,997	683,014	441,294	15.6	2.3	0.8
NATIONWIDE	1,208,830	1,139,903	858,200	174,822	106,881	1,136,337	838,168	15.7	1.0	0.2
PRUDENTIAL	1,977,532	1,841,878	1,454,210	228,355	159,313	1,834,534	1,499,698	17.1	1.5	0.4
TRAVELERS (RRB-EXCLUDED)	720,448	691,770	532,870	107,234	51,666	690,255	427,928	12.1	0.7	0.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: MAY, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
TOTAL	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
BOSTON REGION	82.3	96.9	334,176	19.8	23.3	3.6	1.2	5.2
CONNECTICUT GENERAL	63.1	90.6	46,572	13.2	20.1	1.4	0.1	4.8
MASSACHUSETTS B/S								
MASSACHUSETTS	93.7	102.2	217,586	25.0	26.7	0.8	1.7	5.8
TRI-STATE	66.1	92.8	28,767	9.7	10.4	8.4	1.6	5.9
MAINE	75.1	93.4	2,154	1.6	2.2	0.0	1.8	6.4
NEW HAMPSHIRE	55.7	92.5	8,962	8.7	8.6	8.9	1.6	5.8
VERMONT	64.6	92.2	17,651	28.3	33.0	19.7	1.4	5.1
RHODE ISLAND B/S	91.7	90.1	41,251	24.5	26.7	0.0	0.0*	1.1
NEW YORK REGION	71.5	93.6	847,562	25.4	33.9	4.0	2.4	3.2
NEW JERSEY-PRUDENTIAL	60.7	95.6	178,488	21.6	33.2	3.6	0.5	1.2
N.Y.-BINGHAMTON B/S	73.7	99.0	106,114	18.5	23.7	3.9	3.5	3.7
N.Y.-NEW YORK B/S	75.5	89.5	495,283	31.6	40.1	5.3	3.5	4.2
NEW YORK-GROUP HEALTH	72.2	104.4	67,676	36.5	50.4	0.5	0.0	1.2
PUERTO RICO B/S	78.8	92.7	1	0.0*	0.0*	0.0	0.3	4.5
PUERTO RICO	78.8	92.7	1	0.0*	0.0*	0.0	0.3	4.4
VIRGIN ISLANDS	57.3	120.4	0	0.0	0.0	0.0	1.0	12.4
PHILADELPHIA REGION	82.8	97.7	724,342	25.0	28.3	9.1	0.1	2.5
MARYLAND B/S	83.0	110.1	89,293	29.7	29.7	29.7	0.0*	2.8
PENNSYLVANIA B/S	87.9	98.1	505,517	24.7	28.0	0.2	0.1	2.3
DELAWARE	78.9	102.9	10,380	17.3	21.9	0.1	0.1	2.5
DISTRICT OF COLUMBIA	80.5	101.2	99,604	35.3	43.8	0.3	0.2	3.1
PENNSYLVANIA	89.4	97.4	395,533	23.2	25.9	0.2	0.1	2.2
VIRGINIA-TRAVELERS	59.0	86.7	93,632	25.7	31.6	17.3	0.2	2.6
WEST VIRGINIA-NATIONWIDE	72.7	95.2	35,900	19.6	23.9	8.0	0.1	3.5
ATLANTA REGION	64.0	94.7	1,589,854	33.9	43.8	16.5	1.6	4.5
ALABAMA B/S	75.9	80.4	227,847	52.7	55.0	45.5	2.9	3.3
FLORIDA B/S	61.0	96.2	698,301	37.1	48.2	19.7	2.9	6.4
GEORGIA-PRUDENTIAL	71.7	95.7	136,909	27.3	35.6	6.4	0.3	0.4
KENTUCKY B/S	61.5	97.2	72,732	22.0	26.5	14.8	0.9	9.0
MISSISSIPPI-TRAVELERS	68.1	115.2	44,187	21.4	27.7	7.8	0.2	2.9
NORTH CAROLINA-PRUDENTIAL	69.2	88.0	210,571	32.5	44.7	5.0	0.3	2.8
SOUTH CAROLINA B/S	53.8	81.4	109,699	47.0	64.3	26.9	0.0*	1.3
TENNESSEE-EQUITABLE	54.0	105.8	89,608	19.9	31.2	6.7	0.5	3.1

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: MAY, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
CHICAGO REGION	65.0	97.0	1,394,375	32.3	40.0	18.3	0.6	1.7
ILLINOIS B/S (HCSC)	60.7	94.5	193,075	21.9	27.0	13.9	0.5	1.8
INDIANA B/S	55.1	92.1	123,400	26.8	32.4	19.9	4.0	0.0*
MICHIGAN B/S	87.8	102.3	610,227	49.5	54.7	12.2	0.0	0.5
MINNESOTA B/S	35.9	100.2	48,845	39.4	40.6	38.8	0.2	4.5
MINNESOTA-TRAVELERS	46.3	92.3	76,425	51.1	55.3	47.5	0.3	3.1
OHIO-NATIONWIDE	56.9	94.1	260,267	25.4	34.7	13.0	0.3	3.7
WISCONSIN B/S	53.5	99.6	82,136	18.8	17.7	20.7	0.0	0.8
DALLAS REGION	61.1	93.3	396,183	17.6	24.0	7.5	0.9	4.9
ARKANSAS B/S	70.9	97.6	27,585	10.8	12.2	7.3	0.3	3.6
LA.-ARK. B/S	63.9	98.4	56,665	17.0	22.9	6.4	0.6	5.9
NEW MEXICO-EQUITABLE	64.0	99.9	17,757	15.1	19.8	6.7	0.4	4.1
OKLAHOMA-AETNA	48.2	100.9	50,613	20.2	31.1	10.1	3.7	2.5
TEXAS B/S	60.6	89.1	243,563	18.8	26.4	7.1	0.5	5.4
KANSAS CITY REGION	57.6	93.3	367,525	30.6	38.7	19.6	1.0	8.3
IOWA B/S	48.6	88.3	72,368	17.6	25.6	10.1	1.6	3.6
IOWA	52.5	84.3	69,536	24.0	31.8	15.5	1.3	3.0
NEBRASKA	39.1	98.1	2,832	2.3	5.9	0.1	2.1	4.8
KANSAS B/S	68.8	82.9	64,961	31.9	34.9	25.4	2.6	3.1
MISSOURI B/S	72.4	95.1	79,157	41.9	49.7	21.4	0.7	26.9
MISSOURI-GENERAL AMERICAN	54.1	102.7	151,039	38.0	46.3	28.1	0.1	6.5
DENVER REGION	52.1	103.6	65,536	11.8	10.9	12.7	0.8	4.7
COLORADO B/S	59.9	104.1	25,217	9.8	9.4	10.4	0.3	5.7
MONTANA B/S	41.6	101.9	619	1.0	0.6	1.2	2.4	4.7
NORTH DAKOTA B/S	37.4	100.5	28,878	21.8	17.7	24.2	0.3	2.8
NORTH DAKOTA	39.6	99.7	23,271	33.1	25.2	38.2	0.3	2.9
SOUTH DAKOTA	34.9	101.5	5,607	9.0	8.1	9.5	0.3	2.7
UTAH B/S	61.6	106.6	9,241	11.1	13.1	7.9	1.7	6.0
WYOMING-EQUITABLE	43.4	110.0	1,581	8.1	16.3	1.7	0.5	0.0
SAN FRANCISCO REGION	70.9	104.6	811,587	25.5	29.3	16.4	2.3	2.8
ARIZONA-NEVADA-AETNA	58.7	100.8	85,256	20.1	28.3	8.6	2.8	3.3
ARIZONA	54.1	101.8	68,783	19.9	28.8	9.3	2.9	3.4
NEVADA	79.4	96.4	16,473	21.4	26.5	1.8	2.1	2.8
CALIFORNIA B/S	70.3	107.6	315,687	26.3	31.1	14.7	0.3	4.2
CALIFORNIA-OCCIDENTAL	75.1	102.7	403,605	27.7	29.4	22.4	4.0	1.4
HAWAII-AETNA	67.1	113.0	7,039	7.6	7.2	8.3	1.4	3.4

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: MAY, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
SEATTLE REGION	45.6	96.5	103,830	12.8	19.6	7.1	1.4	2.2
ALASKA-OREGON-AETNA	43.7	100.6	42,107	15.6	21.0	11.5	2.0	1.4
ALASKA	63.5	114.8	0	0.0	0.0	0.0	2.4	1.5
OREGON	43.0	100.2	42,107	16.2	22.0	11.8	2.0	1.4
IDAHO-EQUITABLE	23.5	94.8	6,230	8.3	19.6	4.9	0.3	0.0*
WASHINGTON B/S	50.3	94.4	55,493	11.9	18.9	4.8	1.3	3.1
CLALLAM	28.5	112.4	271	4.3	15.1	0.0	0.8	15.2
COWLITZ	55.2	160.5	24	0.3	0.5	0.0	0.8	3.3
GRAYS HARBOR	57.2	96.4	0	0.0	0.0	0.0	0.6	5.1
KING	52.0	95.2	30,937	16.8	27.4	5.3	1.1	1.9
KITSAP	39.0	95.0	1,681	9.2	3.3	13.0	0.5	0.0
PIERCE	49.4	98.3	4,375	6.6	5.2	8.1	2.0	1.6
SKAGIT	32.8	87.1	1,460	10.8	12.5	9.9	1.2	2.8
SNOHOMISH	50.4	95.4	1,103	4.6	7.7	1.4	1.9	5.8
SPOKANE	53.3	84.6	15,161	13.0	22.4	2.4	1.4	2.2
WALLA WALLA	33.9	66.4	0	0.0	0.0	0.0	1.5	11.0
WHATCOM	52.7	117.5	481	3.7	6.9	0.2	1.1	18.1
RRB-TRAVELERS	61.8	81.7	5,046	0.7	0.7	0.7	0.2	0.8
AETNA	53.0	101.9	185,015	17.9	24.9	9.9	2.6	2.6
EQUITABLE	52.0	103.7	115,176	17.4	27.7	6.2	0.5	2.9
NATIONWIDE	59.3	94.3	296,167	24.5	32.7	12.5	0.3	3.7
PRUDENTIAL	66.3	93.1	525,968	26.6	37.8	4.6	0.4	1.5
TRAVELERS (RRB-EXCLUDED)	59.0	96.0	214,244	29.7	34.2	23.4	0.2	2.8

* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: MAY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: MAY , 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	24,605,949	20.5	45.6	81.1	96.9	98.9	17,496,734	58.3	82.5	95.2	97.7
BOSTON REGION	1,631,594	17.4	69.1	83.3	94.8	97.5	1,119,267	57.3	74.5	89.4	93.5
CONNECTICUT GENERAL	317,433	24.8	46.0	56.9	96.1	99.2	360,312	46.3	74.9	97.6	99.4
MASSACHUSETTS B/S											
MASSACHUSETTS	887,825	17.3	70.8	88.7	94.0	96.8	494,555	60.8	73.2	84.4	89.5
TRI-STATE	274,642	15.1	77.6	88.8	94.1	96.8	161,585	53.1	68.6	83.8	90.9
MAINE	121,993	13.3	81.4	90.9	95.4	97.5	66,702	55.9	71.1	84.3	90.2
NEW HAMPSHIRE	95,148	17.7	72.9	86.0	92.2	95.9	64,225	51.1	66.2	83.0	91.0
VERMONT	57,501	14.9	77.2	88.9	94.4	96.9	30,658	50.9	68.5	84.5	91.9
RHODE ISLAND B/S	151,694	6.6	92.6	96.9	98.7	99.0	102,815	85.5	89.2	93.9	96.1
NEW YORK REGION	3,121,100	24.3	28.6	72.8	97.4	99.0	2,718,119	53.9	83.9	96.6	98.8
NEW JERSEY-PRUDENTIAL	791,412	20.0	32.7	90.3	98.7	99.4	650,708	84.7	93.1	98.2	99.1
N.Y.-BINGHAMTON B/S	567,738	22.6	17.8	90.2	98.3	99.7	382,455	52.1	93.1	97.9	99.3
N.Y.-NEW YORK B/S	1,399,304	23.7	33.1	64.2	97.6	99.2	1,260,690	42.9	81.3	96.6	99.5
NEW YORK-GROUP HEALTH	193,453	23.4	34.3	65.4	98.0	99.2	145,998	66.6	83.5	96.8	98.6
PUERTO RICO B/S	169,193	56.2	2.4	11.9	86.3	92.4	278,268	27.1	61.6	91.0	94.1
PUERTO RICO	168,886	56.2	2.4	11.8	86.3	92.4	278,025	27.1	61.6	91.0	94.1
VIRGIN ISLANDS	307	32.9	18.6	59.6	89.9	93.8	243	40.7	69.1	88.5	93.8
PHILADELPHIA REGION	2,831,584	16.6	57.9	90.6	97.9	99.4	1,531,937	67.0	88.0	96.7	98.7
MARYLAND B/S	331,301	25.1	54.8	67.6	91.2	97.9	240,782	56.4	70.2	91.5	96.3
PENNSYLVANIA B/S	2,010,232	14.8	61.8	94.4	98.8	99.6	920,817	72.3	90.0	97.1	99.0
DELAWARE	61,817	5.1	93.8	97.6	99.2	99.6	12,392	58.4	78.3	94.2	97.3
DISTRICT OF COLUMBIA	285,606	9.7	88.1	95.6	98.9	99.7	96,610	68.6	83.3	95.9	98.7
PENNSYLVANIA	1,662,809	16.1	56.1	94.1	98.8	99.6	811,815	72.9	91.0	97.3	99.1
VIRGINIA-TRAVELERS	315,568	16.4	57.7	89.9	98.6	99.3	237,520	61.1	95.4	99.0	99.7
WEST VIRGINIA-NATIONWIDE	174,483	21.5	20.1	90.9	98.4	99.7	132,818	59.9	93.5	99.0	99.8
ATLANTA REGION	4,435,344	21.1	49.6	79.4	95.5	98.4	3,555,906	53.7	74.3	94.9	97.4
ALABAMA B/S	347,307	10.8	88.0	99.2	99.6	99.8	234,478	70.6	85.0	94.6	97.3
FLORIDA B/S	1,811,724	21.5	50.3	69.6	94.2	97.7	1,663,315	31.2	61.0	94.4	96.8
GEORGIA-PRUDENTIAL	479,505	20.0	38.2	87.4	99.0	99.7	364,924	87.3	93.7	98.4	99.6
KENTUCKY B/S	321,563	21.0	45.3	83.7	95.4	98.5	218,078	55.8	73.1	91.6	95.9
MISSISSIPPI-TRAVELERS	238,206	19.7	29.3	91.5	98.0	99.2	126,563	74.0	93.9	98.4	99.4
NORTH CAROLINA-PRUDENTIAL	570,961	24.2	60.2	84.3	97.6	99.1	484,066	82.6	86.8	95.8	98.2
SOUTH CAROLINA B/S	189,866	28.3	42.1	70.2	81.6	96.5	164,050	70.2	87.3	93.9	97.2
TENNESSEE-EQUITABLE	476,212	22.8	33.9	82.7	95.8	98.3	300,432	58.5	81.4	93.3	96.8

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: MAY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: MAY , 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	4,176,299	17.1	53.8	87.4	97.1	99.0	2,413,806	57.2	84.8	93.9	96.3
ILLINOIS B/S (HCSC)	834,526	13.7	74.5	94.7	99.1	99.8	414,237	78.4	93.9	98.9	99.7
INDIANA B/S	424,674	27.1	40.8	52.1	89.8	95.7	346,251	32.7	68.7	89.9	95.8
MICHIGAN B/S	1,260,747	17.7	47.9	87.5	96.5	98.7	689,848	48.8	76.7	86.3	90.2
MINNESOTA B/S	124,227	15.2	69.0	89.9	96.5	98.0	55,417	65.5	82.0	92.8	96.2
MINNESOTA-TRAVELERS	137,996	12.4	85.0	94.2	97.5	98.7	63,845	75.9	89.0	97.8	99.0
OHIO-NATIONWIDE	965,420	19.9	26.8	91.7	98.4	99.6	705,350	57.9	93.8	98.9	99.7
WISCONSIN B/S	428,709	8.0	90.1	95.6	99.4	99.9	138,858	80.7	91.8	98.9	99.8
DALLAS REGION	2,093,134	26.2	22.1	72.8	96.0	98.4	1,745,379	50.3	82.8	94.2	98.0
ARKANSAS B/S	248,770	25.5	11.1	86.3	98.6	99.5	214,732	60.0	93.1	98.2	99.3
LA.-ARK. B/S	321,469	24.7	15.2	89.6	95.6	97.7	273,807	59.9	81.3	92.9	97.6
NEW MEXICO-EQUITABLE	117,503	23.4	28.3	85.1	95.3	97.5	68,390	60.4	91.9	96.8	98.7
OKLAHOMA-AETNA	250,411	18.0	45.7	92.8	99.1	99.9	136,407	75.3	94.4	99.1	99.8
TEXAS B/S	1,154,981	28.8	20.7	59.5	94.9	98.2	1,052,043	41.9	79.0	93.0	97.5
KANSAS CITY REGION	1,105,737	18.2	49.5	89.8	98.2	99.5	753,788	59.6	86.9	96.8	98.7
IOWA B/S	362,528	16.9	49.0	93.4	98.9	99.7	237,883	78.4	94.1	99.3	99.8
IOWA	243,734	15.6	53.0	94.7	99.3	99.8	159,380	80.8	95.6	99.5	99.9
NEBRASKA	118,794	19.5	40.7	90.6	98.2	99.6	78,503	73.7	91.2	98.9	99.7
KANSAS B/S	154,748	15.3	67.3	89.6	97.1	99.0	118,787	54.5	80.9	93.1	96.8
MISSOURI B/S	179,590	17.1	51.8	80.8	98.5	99.7	118,508	51.0	76.8	95.5	97.8
MISSOURI-GENERAL AMERICAN	408,871	20.9	42.1	90.6	97.7	99.4	278,610	49.3	87.7	96.7	99.0
DENVER REGION	573,481	15.7	70.4	89.9	98.0	99.4	263,787	67.1	85.8	96.6	98.7
COLORADO B/S	268,254	13.5	80.2	93.8	98.8	99.8	77,652	68.7	85.7	97.0	99.4
MONTANA B/S	65,188	30.0	12.3	64.9	95.4	98.9	62,792	47.6	81.0	96.0	98.5
NORTH DAKOTA B/S	129,699	12.3	79.6	95.0	99.0	99.9	54,913	80.3	93.8	98.8	99.8
NORTH DAKOTA	68,279	11.1	82.4	96.1	99.3	99.9	26,352	82.3	94.4	98.9	99.8
SOUTH DAKOTA	61,420	13.5	76.6	93.7	98.7	99.8	28,561	78.5	93.2	98.8	99.8
UTAH B/S	88,755	18.5	66.1	88.9	96.6	98.4	49,835	67.0	81.0	94.0	97.0
WYOMING-EQUITABLE	21,585	9.9	87.6	90.5	95.8	98.1	18,595	87.4	91.8	97.3	98.4
SAN FRANCISCO REGION	3,296,020	25.8	24.2	70.0	97.2	99.3	2,640,550	63.2	84.4	95.9	98.3
ARIZONA-NEVADA-AETNA	424,571	23.2	20.7	85.3	96.5	98.7	306,745	66.9	82.7	94.3	97.4
ARIZONA	350,684	23.8	15.2	84.6	96.5	98.8	256,440	67.2	83.1	94.6	97.5
NEVADA	73,887	20.4	46.4	88.7	96.5	98.6	50,305	65.0	80.7	92.9	96.5
CALIFORNIA B/S	1,268,351	29.8	24.2	50.4	95.9	99.0	1,147,627	41.7	79.1	94.4	97.3
CALIFORNIA-OCCIDENTAL	1,498,813	23.1	26.3	81.7	98.5	99.7	1,112,962	84.5	89.9	97.8	99.5
HAWAII-AETNA	104,285	26.5	9.4	77.8	98.5	99.4	73,216	59.3	91.6	96.3	98.4

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: MAY, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: MAY , 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	779,769	15.2	63.4	93.4	99.3	99.8	410,409	76.2	95.8	99.1	99.6
ALASKA-OREGON-AETNA	269,083	20.2	34.3	88.4	98.9	99.8	167,277	67.1	95.8	99.2	99.8
ALASKA	9,781	11.4	83.4	96.0	99.1	99.9	1,908	71.4	87.4	96.3	99.2
OREGON	259,302	20.5	32.4	88.1	98.9	99.8	165,369	67.1	95.9	99.2	99.8
IDAHO-EQUITABLE	71,053	12.1	83.2	98.1	99.6	99.8	41,844	95.3	99.7	100.0	100.0
WASHINGTON B/S	439,633	12.7	78.0	95.6	99.4	99.8	201,288	79.8	95.0	98.8	99.4
CLALLAM	7,067	11.0	93.8	99.5	100.0	100.0	2,039	95.8	99.7	99.9	99.9
COWLITZ	13,700	16.7	57.3	93.4	98.6	99.4	2,361	72.2	87.3	95.4	97.9
GRAYS HARBOR	7,559	11.2	89.7	98.0	99.7	100.0	3,199	96.3	99.2	99.7	100.0
KING	175,680	11.3	82.0	94.6	99.8	99.9	74,082	79.3	94.9	99.3	99.6
KITSAP	17,331	12.1	77.8	95.9	99.4	99.9	7,365	87.6	95.5	99.0	99.5
PIERCE	64,749	13.8	80.0	96.5	99.2	99.7	29,422	84.4	94.8	98.9	99.4
SKAGIT	11,801	8.4	96.7	99.3	100.0	100.0	4,565	97.4	99.7	100.0	100.0
SNOHOMISH	23,099	10.1	91.9	97.2	99.3	99.8	7,058	86.3	96.3	98.9	99.4
SPOKANE	98,357	15.6	64.3	95.6	99.1	99.6	63,086	75.4	94.7	98.1	99.1
WALLA WALLA	5,066	20.1	37.8	91.5	97.9	99.7	5,941	64.1	95.3	98.6	99.5
WHATCOM	15,224	7.8	95.4	98.1	99.6	99.9	2,170	91.0	96.0	98.8	99.8
RRB-TRAVELERS	561,887	13.8	72.2	94.4	98.7	99.3	343,786	83.8	95.1	99.2	99.8
AETNA	1,048,350	21.5	29.0	87.2	97.9	99.3	683,645	67.8	89.2	96.7	98.6
EQUITABLE	686,353	21.4	39.7	85.0	96.1	98.3	429,261	63.6	85.3	94.6	97.5
NATIONWIDE	1,139,903	20.2	25.8	91.5	98.4	99.7	838,168	58.2	93.7	98.9	99.7
PRUDENTIAL	1,841,878	21.3	42.6	87.7	98.4	99.4	1,499,698	84.7	91.2	97.5	98.9
TRAVELERS (RRB-EXCLUDED)	691,770	16.8	53.4	91.3	98.1	99.2	427,928	67.1	94.0	98.6	99.5

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
MAY, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	16,957,685	18.9	50.4	83.5	97.3	99.0	7,648,264	24.2	35.1	76.0	96.0	98.6
BOSTON REGION	1,337,529	16.6	70.9	84.4	95.1	97.6	294,065	21.0	61.0	78.1	93.6	96.8
CONNECTICUT GENERAL	197,215	24.8	44.2	52.1	96.7	99.4	120,218	24.9	48.9	64.9	95.3	98.9
MASSACHUSETTS B/S												
MASSACHUSETTS	818,613	16.7	72.1	89.2	94.3	97.1	69,212	23.9	54.7	82.9	89.6	93.4
TRI-STATE	183,496	14.9	77.6	88.4	94.2	97.0	91,146	15.6	77.5	89.5	93.9	96.4
MAINE	92,334	13.5	80.7	90.5	95.3	97.4	29,659	12.7	83.5	92.1	95.8	97.5
NEW HAMPSHIRE	54,164	17.7	72.4	84.7	92.1	96.1	40,984	17.6	73.5	87.7	92.5	95.7
VERMONT	36,998	14.3	77.3	88.7	94.8	97.4	20,503	16.0	77.0	89.3	93.9	96.0
RHODE ISLAND B/S	138,205	6.5	92.9	97.1	98.7	99.0	13,489	7.5	90.3	95.1	98.1	98.9
NEW YORK REGION	2,266,696	22.6	35.6	74.7	97.6	99.0	854,404	28.7	10.1	67.5	96.9	98.8
NEW JERSEY-PRUDENTIAL	512,919	18.3	39.8	91.5	98.9	99.5	278,493	23.0	19.6	87.9	98.2	99.2
N.Y.-BINGHAMTON B/S	419,857	21.1	22.8	91.8	98.6	99.7	147,881	26.9	3.5	85.5	97.6	99.6
N.Y.-NEW YORK B/S	1,044,324	21.3	42.2	68.8	97.6	99.2	354,980	30.7	6.2	50.7	97.6	99.3
NEW YORK-GROUP HEALTH	143,344	21.0	43.2	71.0	98.0	99.3	50,109	30.1	8.9	49.3	97.8	99.2
PUERTO RICO B/S	146,252	53.4	2.7	13.2	89.9	94.2	22,941	73.8	0.6	4.1	63.4	81.0
PUERTO RICO	146,155	53.4	2.7	13.1	89.9	94.2	22,731	74.2	0.5	3.6	63.1	80.8
VIRGIN ISLANDS	97	40.2	19.6	58.8	77.3	80.4	210	29.5	18.1	60.0	95.7	100.0
PHILADELPHIA REGION	2,346,308	15.9	62.2	91.3	97.9	99.4	485,276	20.2	37.4	86.9	97.7	99.2
MARYLAND B/S	272,396	25.3	55.2	67.8	90.7	97.9	58,905	24.2	53.1	66.9	93.5	97.9
PENNSYLVANIA B/S	1,742,717	14.1	66.2	95.1	98.9	99.7	267,515	19.6	32.8	90.1	98.1	99.3
DELAWARE	48,006	5.2	93.4	97.4	99.2	99.6	13,811	4.6	95.1	98.1	99.5	99.8
DISTRICT OF COLUMBIA	229,201	9.0	88.9	96.0	99.0	99.7	56,405	12.3	84.9	93.7	98.1	99.4
PENNSYLVANIA	1,465,510	15.2	61.8	94.9	98.9	99.7	197,299	22.7	13.6	88.5	98.0	99.2
VIRGINIA-TRAVELERS	204,237	15.8	61.2	90.2	98.5	99.2	111,331	17.6	51.4	89.3	98.7	99.5
WEST VIRGINIA-NATIONWIDE	126,958	20.1	23.6	91.9	98.6	99.7	47,525	25.2	10.5	88.1	98.0	99.6
ATLANTA REGION	2,929,299	18.1	55.7	83.4	96.6	98.7	1,506,045	27.1	37.8	71.5	93.4	97.9
ALABAMA B/S	264,043	10.3	90.9	99.3	99.7	99.8	83,264	12.2	78.7	98.9	99.6	99.8
FLORIDA B/S	1,172,231	17.8	62.0	78.1	94.9	97.9	639,493	28.2	28.8	54.0	93.0	97.3
GEORGIA-PRUDENTIAL	338,295	17.9	46.2	89.9	99.4	99.9	141,210	25.0	18.9	81.4	98.0	99.2
KENTUCKY B/S	201,745	19.4	48.4	86.2	96.4	98.9	119,818	23.8	40.0	79.4	93.7	98.0
MISSISSIPPI-TRAVELERS	164,326	19.0	34.1	91.9	98.0	99.1	73,880	21.2	18.7	90.6	97.8	99.4
NORTH CAROLINA-PRUDENTIAL	385,207	20.4	46.5	79.0	97.3	99.0	185,754	32.2	88.7	95.3	98.2	99.3
SOUTH CAROLINA B/S	107,266	17.0	57.8	85.5	95.7	99.2	82,600	43.0	21.6	50.3	63.2	93.0
TENNESSEE-EQUITABLE	296,186	22.1	37.9	81.4	95.9	98.4	180,026	24.0	27.2	84.9	95.6	98.1

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
MAY, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	2,772,341	15.9	56.7	89.0	97.4	99.1	1,403,958	19.5	48.1	84.3	96.5	98.6
ILLINOIS B/S (HCSC)	516,217	12.8	77.4	96.3	99.5	99.9	318,309	15.2	69.7	92.1	98.5	99.7
INDIANA B/S	237,663	23.9	48.4	59.0	91.0	97.1	187,011	31.1	31.2	43.2	88.2	93.8
MICHIGAN B/S	1,113,942	16.8	50.3	88.3	96.8	98.9	146,805	24.4	29.9	81.3	94.5	97.4
MINNESOTA B/S	44,410	15.9	67.2	88.0	96.3	97.9	79,817	14.8	69.9	90.9	96.6	98.1
MINNESOTA-TRAVELERS	71,263	12.8	83.9	93.0	96.9	98.3	66,733	12.0	86.1	95.3	98.1	99.2
OHIO-NATIONWIDE	560,410	17.1	35.9	93.3	98.8	99.7	405,010	23.8	14.2	89.4	98.0	99.6
WISCONSIN B/S	228,436	8.1	89.9	95.5	99.3	99.9	200,273	7.8	90.2	95.7	99.4	99.9
DALLAS REGION	1,292,992	24.0	27.6	76.8	96.7	98.8	800,142	29.7	13.4	66.3	94.9	97.8
ARKANSAS B/S	168,084	24.4	12.9	90.3	98.5	99.5	80,686	27.8	7.3	78.1	98.9	99.6
LA.-ARK. B/S	205,843	22.6	20.4	91.7	96.3	98.2	115,626	28.4	6.0	85.9	94.2	96.8
NEW MEXICO-EQUITABLE	75,520	20.9	38.3	86.7	96.1	98.3	41,983	28.0	10.2	82.3	94.0	96.2
OKLAHOMA-AETNA	118,385	16.0	55.1	94.5	99.3	99.9	132,026	19.7	37.2	91.3	98.9	99.9
TEXAS B/S	725,160	25.9	27.4	65.5	96.0	98.6	429,821	33.7	9.5	49.5	93.2	97.3
KANSAS CITY REGION	634,036	16.1	57.3	91.6	98.4	99.6	471,701	21.0	38.9	87.4	97.8	99.4
IOWA B/S	166,325	14.4	59.2	95.5	99.3	99.8	196,203	19.0	40.4	91.6	98.7	99.7
IOWA	124,165	13.4	62.9	96.3	99.4	99.9	119,569	17.9	42.8	93.1	99.1	99.8
NEBRASKA	42,160	17.5	48.3	92.9	98.8	99.8	76,634	20.6	36.6	89.3	97.9	99.4
KANSAS B/S	117,103	15.1	66.9	91.2	97.7	99.1	37,645	15.9	68.5	84.5	95.5	98.4
MISSOURI B/S	135,293	14.5	58.6	88.0	98.8	99.7	44,297	25.0	31.2	58.9	97.5	99.6
MISSOURI-GENERAL AMERICAN	215,315	18.9	49.8	91.0	97.9	99.5	193,556	23.1	33.5	90.2	97.5	99.4
DENVER REGION	302,595	15.2	73.6	90.8	98.0	99.4	270,886	16.4	66.9	89.0	97.9	99.4
COLORADO B/S	162,715	12.7	83.2	94.7	99.0	99.8	105,539	14.8	75.5	92.5	98.4	99.7
MONTANA B/S	27,823	30.3	16.2	64.0	94.0	98.8	37,365	29.8	9.4	65.6	96.4	99.0
NORTH DAKOTA B/S	48,902	12.3	79.7	94.9	99.1	99.9	80,797	12.2	79.6	95.0	98.9	99.8
NORTH DAKOTA	27,330	11.6	81.5	95.6	99.2	99.9	40,949	10.8	83.1	96.4	99.3	99.9
SOUTH DAKOTA	21,572	13.2	77.5	94.1	99.0	99.9	39,848	13.7	76.0	93.5	98.6	99.7
UTAH B/S	53,915	18.4	66.4	88.9	96.6	98.3	34,840	18.7	65.8	88.9	96.5	98.5
WYOMING-EQUITABLE	9,240	9.7	87.3	91.3	96.6	98.4	12,345	10.0	87.8	89.9	95.2	97.9
SAN FRANCISCO REGION	2,353,091	24.1	28.0	74.1	97.7	99.4	942,929	30.1	14.9	59.8	96.0	99.1
ARIZONA-NEVADA-AETNA	237,453	21.8	29.3	85.5	96.7	98.8	187,118	24.9	9.7	85.1	96.2	98.6
ARIZONA	180,034	22.4	23.2	84.3	96.7	98.9	170,650	25.2	6.8	84.9	96.2	98.6
NEVADA	57,419	19.9	48.4	89.2	96.7	98.6	16,468	22.2	39.3	87.1	95.9	98.4
CALIFORNIA B/S	881,223	26.7	28.3	60.8	96.6	98.9	387,128	37.0	14.9	26.9	94.5	99.0
CALIFORNIA-OCCIDENTAL	1,166,226	22.5	28.4	81.5	98.8	99.8	332,587	25.2	18.6	82.2	97.5	99.4
HAWAII-AETNA	68,189	26.2	10.0	78.4	98.7	99.5	36,096	27.0	8.2	76.6	98.1	99.3

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
MAY, 1986

	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER	AVERAGE	PERCENTAGE DISTRIBUTION				NUMBER	AVERAGE	PERCENTAGE DISTRIBUTION			
CARRIER	OF CLAIMS	PROCESSING TIME	1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	OF CLAIMS	PROCESSING TIME	1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	364,577	13.9	69.6	94.2	99.3	99.8	415,192	16.4	57.9	92.6	99.3	99.8
ALASKA-OREGON-AETNA	122,541	17.2	49.1	90.6	99.0	99.8	146,542	22.7	21.9	86.6	98.8	99.8
ALASKA	6,273	10.3	86.1	96.3	99.4	99.9	3,508	13.5	78.6	95.4	98.7	99.8
OREGON	116,268	17.6	47.1	90.3	99.0	99.8	143,034	22.9	20.5	86.4	98.8	99.8
IDAHO-EQUITABLE	22,771	9.4	90.6	98.1	99.6	99.8	48,282	13.4	79.6	98.1	99.6	99.8
WASHINGTON B/S	219,265	12.5	78.8	95.9	99.4	99.8	220,368	12.8	77.2	95.3	99.5	99.8
CLALLAM	2,031	9.4	95.7	99.4	100.0	100.0	5,036	11.7	93.1	99.6	100.0	100.0
COWLITZ	7,724	16.0	60.2	94.4	98.8	99.4	5,976	17.5	53.7	92.1	98.5	99.4
GRAYS HARBOR	4,182	11.7	86.2	97.7	99.5	100.0	3,377	10.6	94.0	98.4	99.9	100.0
KING	88,099	10.8	82.3	95.3	99.8	100.0	87,581	11.8	81.7	93.9	99.8	99.9
KITSAP	7,473	15.9	64.5	94.5	99.3	99.9	9,858	9.2	87.9	97.0	99.5	99.9
PIERCE	31,558	13.0	85.6	96.6	99.0	99.7	33,191	14.6	74.6	96.5	99.3	99.7
SKAGIT	3,241	7.6	97.0	99.4	100.0	100.0	8,560	8.7	96.6	99.3	100.0	100.0
SNOHOMISH	11,138	10.4	90.9	96.8	99.1	99.7	11,961	9.8	92.7	97.7	99.4	99.8
SPOKANE	54,365	15.5	67.9	95.9	99.0	99.5	43,992	15.7	59.8	95.2	99.1	99.7
WALLA WALLA	1,654	20.0	36.7	91.9	97.9	99.6	3,412	20.2	38.3	91.4	97.9	99.7
WHATCOM	7,800	7.3	95.6	98.0	99.6	99.9	7,424	8.3	95.1	98.1	99.6	99.9
RRB-TRAVELERS	358,221	13.4	74.9	94.8	98.5	99.2	203,666	14.4	67.4	93.7	99.1	99.6
AETNA	546,568	20.1	36.9	87.7	98.0	99.4	501,782	23.0	20.4	86.6	97.8	99.3
EQUITABLE	403,717	20.9	42.1	83.6	96.2	98.5	282,636	22.2	36.3	87.0	96.0	98.1
NATIONWIDE	687,368	17.7	33.6	93.1	98.7	99.7	452,535	23.9	13.8	89.2	98.0	99.6
PRUDENTIAL	1,236,421	18.8	43.6	87.2	98.6	99.4	605,457	26.3	40.6	88.6	98.2	99.3
TRAVELERS (RRB-EXCLUDED)	439,826	16.5	54.8	91.3	98.1	99.1	251,944	17.2	51.0	91.3	98.3	99.4

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: MAY, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	10,716,599	61.2	83.9	94.9	97.5	6,780,135	53.7	80.2	95.6	98.0
BOSTON REGION	899,063	57.5	73.9	89.4	93.3	220,204	56.5	77.4	89.3	94.1
CONNECTICUT GENERAL	244,823	41.4	69.9	98.3	99.7	115,489	56.7	85.5	95.9	99.0
MASSACHUSETTS B/S										
MASSACHUSETTS	455,020	61.7	74.1	85.0	89.9	39,535	51.2	62.5	77.4	84.4
TRI-STATE	107,487	52.5	68.7	84.2	91.1	54,098	54.2	68.6	83.0	90.3
MAINE	50,984	55.1	71.2	84.4	90.2	15,718	58.6	70.8	83.8	90.1
NEW HAMPSHIRE	36,525	51.1	66.1	84.1	91.9	27,700	51.1	66.3	81.5	89.9
VERMONT	19,978	48.4	67.0	83.8	92.1	10,680	55.8	71.1	85.9	91.4
RHODE ISLAND B/S	91,733	85.6	89.3	93.9	96.1	11,082	84.7	88.6	94.0	96.6
NEW YORK REGION	1,915,795	55.4	83.9	96.7	98.7	802,324	50.3	83.8	96.4	99.0
NEW JERSEY-PRUDENTIAL	469,088	87.0	94.2	98.6	99.3	181,620	78.9	90.1	97.2	98.7
N.Y.-BINGHAMTON B/S	272,821	53.9	93.9	98.0	99.3	109,634	47.7	90.9	97.6	99.2
N.Y.-NEW YORK B/S	879,845	45.2	80.6	96.6	99.4	380,845	37.7	82.9	96.4	99.5
NEW YORK-GROUP HEALTH	78,922	61.7	84.4	95.7	97.9	67,076	72.3	82.4	98.0	99.4
PUERTO RICO B/S	215,119	27.6	62.0	91.4	93.8	63,149	25.5	60.2	89.8	95.2
PUERTO RICO	214,984	27.6	62.0	91.4	93.8	63,041	25.5	60.2	89.8	95.2
VIRGIN ISLANDS	135	57.8	78.5	91.1	93.3	108	19.4	57.4	85.2	94.4
PHILADELPHIA REGION	1,221,382	68.9	88.4	96.6	98.7	310,555	59.5	86.4	97.0	99.0
MARYLAND B/S	183,772	54.1	69.4	90.8	95.9	57,010	63.7	72.9	93.8	97.5
PENNSYLVANIA B/S	802,321	74.1	90.8	97.3	99.0	118,496	60.2	84.6	96.1	98.7
DELAWARE	10,364	59.2	77.6	94.5	97.3	2,028	54.7	82.0	92.8	97.2
DISTRICT OF COLUMBIA	75,219	70.8	84.3	96.2	98.9	21,391	61.0	79.9	95.0	98.0
PENNSYLVANIA	716,738	74.6	91.7	97.4	99.1	95,077	60.1	85.8	96.4	98.9
VIRGINIA-TRAVELERS	145,964	62.4	96.4	98.7	99.6	91,556	59.0	93.7	99.3	99.8
WEST VIRGINIA-NATIONWIDE	89,325	63.1	93.6	99.0	99.8	43,493	53.5	93.3	99.0	99.9
ATLANTA REGION	1,966,701	69.8	82.9	94.6	97.4	1,589,205	33.8	63.7	95.2	97.3
ALABAMA B/S	173,399	71.6	85.4	94.7	97.3	61,079	67.9	84.0	94.3	97.3
FLORIDA B/S	652,549	52.4	69.7	90.9	95.5	1,010,766	17.5	55.4	96.7	97.7
GEORGIA-PRUDENTIAL	261,470	90.0	95.9	99.2	99.8	103,454	80.4	88.1	96.4	98.9
KENTUCKY B/S	125,096	59.5	76.5	91.1	95.6	92,982	50.8	68.4	92.4	96.3
MISSISSIPPI-TRAVELERS	83,600	77.2	95.3	98.6	99.4	42,963	67.7	91.3	98.0	99.3
NORTH CAROLINA-PRUDENTIAL	430,436	90.2	92.7	97.9	99.1	53,630	21.0	39.9	79.5	90.5
SOUTH CAROLINA B/S	101,662	72.9	91.9	96.9	98.6	62,388	65.7	79.7	89.1	94.8
TENNESSEE-EQUITABLE	138,489	50.1	78.1	92.6	96.4	161,943	65.7	84.2	93.8	97.1

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: MAY, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	1,465,721	57.8	84.3	93.2	95.8	948,085	56.2	85.5	94.8	97.2
ILLINOIS B/S (HCSC)	257,241	78.5	93.9	98.9	99.7	156,996	78.3	93.9	98.9	99.7
INDIANA B/S	171,747	37.1	73.1	92.6	97.3	174,504	28.3	64.4	87.3	94.3
MICHIGAN B/S	570,303	48.6	76.8	86.6	90.6	119,545	49.7	76.0	85.2	88.5
MINNESOTA B/S	20,828	63.3	82.5	93.1	96.3	34,589	66.7	81.7	92.5	96.1
MINNESOTA-TRAVELERS	30,500	71.9	86.4	97.0	98.7	33,345	79.5	91.4	98.5	99.3
OHIO-NATIONWIDE	340,898	61.4	93.7	98.9	99.7	364,452	54.6	93.9	99.0	99.8
WISCONSIN B/S	74,204	79.9	91.5	98.8	99.7	64,654	81.6	92.2	99.1	99.9
DALLAS REGION	999,715	51.9	84.3	94.9	98.3	745,664	48.1	80.8	93.4	97.6
ARKANSAS B/S	147,523	62.4	92.7	97.9	99.2	67,209	54.9	93.9	98.6	99.5
LA.-ARK. B/S	163,473	62.1	82.9	94.0	98.1	110,334	56.6	79.0	91.2	96.9
NEW MEXICO-EQUITABLE	34,097	35.5	91.5	96.8	98.8	34,293	85.1	92.3	96.8	98.6
OKLAHOMA-AETNA	61,079	76.6	95.3	99.3	99.8	75,328	74.3	93.7	98.9	99.8
TEXAS B/S	593,543	44.9	81.0	93.8	97.9	458,500	38.0	76.4	92.0	97.1
KANSAS CITY REGION	387,519	60.9	86.4	96.2	98.3	366,269	58.2	87.4	97.4	99.1
IOWA B/S	105,055	82.9	95.4	99.5	99.9	132,828	74.9	93.1	99.1	99.8
IOWA	76,719	84.6	96.3	99.6	99.9	82,661	77.2	94.9	99.5	99.9
NEBRASKA	28,336	78.2	93.0	99.3	99.8	50,167	71.1	90.2	98.6	99.6
KANSAS B/S	74,186	53.2	79.4	92.2	96.3	44,601	56.6	83.3	94.6	97.6
MISSOURI B/S	69,191	56.7	79.5	94.6	97.1	49,317	42.9	73.0	96.8	98.7
MISSOURI-GENERAL AMERICAN	139,087	50.4	86.9	96.6	98.9	139,523	48.1	88.5	96.9	99.2
DENVER REGION	124,973	66.7	85.1	96.2	98.5	138,814	67.4	86.4	97.0	99.0
COLORADO B/S	42,261	68.5	85.9	97.2	99.5	35,391	68.8	85.5	96.7	99.2
MONTANA B/S	25,645	48.0	80.6	94.9	97.6	37,147	47.3	81.2	96.9	99.2
NORTH DAKOTA B/S	20,105	80.5	93.8	98.8	99.8	34,808	80.3	93.7	98.8	99.8
NORTH DAKOTA	10,413	82.4	94.4	98.9	99.8	15,939	82.3	94.4	98.9	99.8
SOUTH DAKOTA	9,692	78.4	93.1	98.8	99.8	18,869	78.6	93.2	98.8	99.8
UTAH B/S	30,344	67.0	81.0	94.0	97.0	19,491	67.0	81.0	94.0	97.0
WYOMING-EQUITABLE	6,618	84.5	89.5	97.2	98.6	11,977	89.0	93.1	97.4	98.3
SAN FRANCISCO REGION	1,361,118	56.3	82.7	95.2	97.9	1,279,432	70.4	86.2	96.6	98.7
ARIZONA-NEVADA-AETNA	169,267	66.2	83.2	94.3	97.0	137,478	67.7	82.0	94.3	97.8
ARIZONA	129,950	66.5	83.8	94.8	97.2	126,490	68.0	82.3	94.5	97.8
NEVADA	39,317	65.1	81.2	92.9	96.4	10,988	64.7	78.9	93.1	96.9
CALIFORNIA B/S	708,090	43.7	81.9	94.4	97.2	439,537	38.5	74.6	94.6	97.5
CALIFORNIA-OCCIDENTAL	435,051	72.7	82.8	96.8	99.3	677,911	92.1	94.5	98.5	99.6
HAWAII-AETNA	48,710	59.7	93.5	97.2	98.8	24,506	58.7	87.9	94.5	97.5

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: MAY, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	171,068	79.7	95.6	98.9	99.5	239,341	73.7	96.0	99.2	99.7
ALASKA-OREGON-AETNA	57,023	77.1	95.7	99.1	99.7	110,254	62.0	95.8	99.3	99.8
ALASKA	971	68.0	86.0	95.4	99.1	937	74.9	88.9	97.2	99.4
OREGON	56,052	77.3	95.9	99.1	99.7	109,317	61.9	95.9	99.3	99.8
IDAHO-EQUITABLE	13,390	91.1	99.7	100.0	100.0	28,454	97.2	99.6	100.0	100.0
WASHINGTON B/S	100,655	79.7	94.9	98.7	99.3	100,633	80.0	95.1	98.9	99.5
CLALLAM	471	95.5	99.8	99.8	99.8	1,568	95.9	99.7	99.9	99.9
COWLITZ	1,295	72.6	87.3	94.3	97.6	1,066	71.7	87.3	96.7	98.2
GRAYS HARBOR	1,775	94.5	98.8	99.5	100.0	1,424	98.5	99.7	99.9	99.9
KING	38,742	79.0	94.9	99.2	99.5	35,340	79.7	94.8	99.5	99.8
KITSAP	3,396	90.0	95.6	99.1	99.7	3,969	85.5	95.4	98.9	99.4
PIERCE	14,757	85.9	94.5	98.7	99.1	14,665	83.0	95.1	99.1	99.6
SKAGIT	1,896	98.3	99.9	100.0	100.0	2,669	96.8	99.5	99.9	100.0
SNOHOMISH	3,574	86.2	97.0	98.8	99.4	3,484	86.3	95.6	99.0	99.5
SPOKANE	31,580	74.3	94.5	98.1	99.1	31,506	76.5	94.8	98.1	99.1
WALLA WALLA	2,028	67.5	95.5	98.3	99.2	3,913	62.4	95.1	98.7	99.6
WHATCOM	1,141	90.9	95.5	98.4	99.7	1,029	91.2	96.5	99.3	99.8
RRB-TRAVELERS	203,544	86.5	96.9	99.2	99.8	140,242	80.0	92.6	99.1	99.8
AETNA	336,079	69.0	89.0	96.5	98.2	347,566	66.7	89.3	96.9	98.8
EQUITABLE	192,594	51.6	82.3	94.0	97.2	236,667	73.5	87.7	95.2	97.7
NATIONWIDE	430,223	61.7	93.6	98.9	99.7	407,945	54.5	93.8	99.0	99.8
PRUDENTIAL	1,160,994	88.9	94.0	98.5	99.3	338,704	70.2	81.5	94.1	97.5
TRAVELERS (RRB-EXCLUDED)	260,064	68.3	94.9	98.5	99.4	167,864	65.3	92.6	98.8	99.6

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.

B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.

C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.

D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.

E. Denied--Claims denied in full for any reason.

F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

A. Number--The total number of claims pending at the end of the month.

B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).

B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.

C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.

D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Claims Processed, Average Processing Time, and Percentage Distribution

A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.

B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).

C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

Number and Percentage Distribution of Pending Claims

A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.

B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).

B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.

C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.

D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

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Medicaid Crossover Claims

A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.

B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.

C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.